

EMBALMERS/FUNERAL DIRECTORS YEAR END REPORT

<u>ACTIVE LICENSEES</u>	2004	2005	2006	2007	2008
Temporary				1	0
Embalmers	1156	1185	1099	1147	1155
Funeral Directors	2473	2534	2331	2431	2425
Limited Funeral Directors			11	12	15
Funeral Establishments	708	702	697	695	695
Preneed Providers	643	628	616	612	612
Preneed Sellers	357	350	348	348	348
Retired Embalmers	20	0	13		14
Retired Funeral Directors	49	0	39		52
Deceased Embalmers	13	0	13	6	12
Deceased Funeral Directors	32	1	28	11	27
<i>please note deceased as reported to us</i>					
Total	5451	5400	5195	5262	5355
<u>APPLICATION PROCESS</u>	2004	2005	2006	2007	2008
Sellers					26
Providers					35
Establishments			62	52	43
Limited Funeral Directors				2	2
Funeral Directors			104	104	107
Reciprocity Funeral Directors					23
Embalmers			35	26	29
Reciprocity Embalmers					17
Total	224	139	132	282	
<u>LICENSES ISSUED</u>	2004	2005	2006	2007	2008
Temporary				1	1
Limited				1	3
Funeral Directors				73	70
Embalmers				26	34
Establishments				51	43
Total	184			152	151
<u>EXAMINATION ADMINISTRATION</u>	2004	2005	2006	2007	2008
Missouri Law Examinations	139	144	144	81	132
State Board Arts Examinations	60	51	59	76	59
Embalmer Oral Examinations		17	21	22	20
<u>INSPECTIONS</u>	2004	2005	2006	2007	2008
Inspections	537	690	676	660	708
Violations	125	127	85	83	36

<u>COMPLAINTS</u>	2004	2005	2006	2007	2008
Total Consumer Complaints	59	100	55	46	187
Board Has No Jurisdiction	4	3	1	0	0
Alleged Misconduct/					
Misrepresentation/Dishonesty	9	7	3	1	3
Alleged Unprofessional Conduct	12	13	35	23	18
Alleged Violation of Chapter 436 RSMo	34	68	12	21	149
Unlicensed Practice		2	2	1	1
Not Timely		2		0	0
Fee Disputes		5	2	0	16

<u>COMPLAINT HANDLING</u>	2004	2005	2006	2007	2008
Cases referred to the Division as required in Chapter 436 RSMo	4	3	71	30	17
Chapter 436 Investigation			65	25	13
Chapter 436 Examination of Books & Records			6	4	3
Chapter 436 Audit				2	1
Cases referred to the Division as required in Chapter 436 RSMo & later withdrawn				1	3
Cases investigated and referred to Attorney General for action	14	16	13	19	153
Cases investigated and Board issued letters of concern	49	37	3	28	49
Cases investigated/board took no further action or no jurisdiction	30	36	31	133	69
Cases still pending	30	43	59	67	189
Cases investigated and referred to Consumer Protection AG Office Discipline		56	9	3	145
Denials				1	1
Cases referred to Special Deputy Receiver					141

<u>DISCIPLINE</u>	2004	2005	2006	2007	2008
License Revocation	1	6	3	6	1
Licenses Placed on Probation	27	16	3	10	10
Licenses Suspended	10	4	0	4	9
Licenses Suspended per § 324.010		35	0	0	1
Public Letter of Censure	22	4	0	0	0
Board Permanent Injunction			1	0	1

<u>TOTAL INVESTIGATIONS</u>	2004	2005	2006	2007	2008
Inspections, Complaints, & Failure to Renew Licenses	170	182	83	214	
Referred to Attorney General's Office:					
Administrative Hearing Commission	16	13	19	153	
Consumer Protection Section	56	9	3	145	

<u>PRENEED SELLER ANNUAL REPORTING</u>	Contracts	Total Face Value
FY 2004	23,918	\$96,601,403.07
FY 2005	17,423	\$77,739,529.31
FY 2006	23,302	\$98,057,066.66
FY 2007	21,855	\$95,173,784.15
FY 2008	29,643	115,464,830.36